

**AT&T Wireless****YOUR WORLD. CLOSE AT HAND.****2G Analog/TDMA Customer Service Contacts**

AT&T Wireless Services strives to meet your wireless communication needs. For your convenience, the following list outlines contacts available to assist with your specific requests.

Department & Phone number	User Group	Services provided
National Business Services (NBS) 1-800-999-5445 e-mail: nbs.change.requests@attws.com	Telecom Managers ONLY	NBS is a team dedicated exclusively to serving the daily needs of Telecom Managers/Coordinators. Can assist key contacts with billing and invoice explanation, rate plan and feature changes, program management functions (such as subscriber lists or foundation account lists, special requests, etc.), account splits/consolidations, cancellations, changes in financial responsibility. NBS is an excellent resource for efficient resolution of daily issues. Cancel and suspend requests must be called in. E-mailed cancel/suspend requests will not be processed.
Analog/TDMA End User Customer Care (800) 888-7600 Or 611 from cell phone	End Users	For End User questions on operation of equipment and/or features as well as troubleshooting equipment/system problems. To expedite service, callers should have available the billing ZIP Code or the Account Number as well as the wireless number.
National Business Ordering (NBO) 1-888-444-4410 (B2B) 1-800-388-3235 (CDA)	Telecom manager OR End users for Sponsorship	NBO offers one call shopping for most equipment needs, upgrades, accessories and new lines of service. Equipment can be either billed directly to the service (the airtime account) or to a separate equipment account. For Separate Equipment Invoicing (SEI), please have your 4 to 8 digit Foundation Account Number (FAN) as well as your Purchase Order ready at time of ordering. Only authorized order placers may order equipment through this channel for company liable services.
AT&T Accessory Hot Line* 1-888-933-1313 <small>*Independent Vendor</small>	Telecom manager and end users	Accessory Hot Line is available to order accessories for most models of phones, from batteries to vehicle power adapters. The Accessory Hot Line is not able to bill equipment to the airtime account, but is able to bill to a credit card or set up a separate equipment account for billing purposes.
Analog/TDMA Major Accounts Receivables 1-888-388-2560	Telecom Managers ONLY	Telecom Managers would call this number for any questions about invoice payment, past due amounts, etc. regarding any airtime accounts.
Separate Equipment Invoicing Receivables 1-877-275-4679	Telecom Managers ONLY	Separate Equipment Invoicing Receivables can help you with any questions regarding equipment billing not billed to the airtime or credit card account. Services that they offer are: invoice copy requests, past due balances, payment research and explanation of invoices.
Analog/TDMA Change of Financial Responsibility (COFR) 1-800-298-2158	Telecom Managers and end users	They will assist in changing the financial responsibility of a service from agency liable to individual liable. Use when individual is leaving the agency and would like to keep the service. NOTE: The telecom manager must call NBS first so the service can be noted approving the change of financial responsibility.
Warranty Exchange 1-877-746-9244	Telecom Managers and end users	Warranty Exchange processes warranty claims on behalf of the manufacturers. Please be sure to have the defective equipment in hand at the time you, there are numbers on the phone that are required in order to process the exchange request. The manufacturers' warranty does not cover water damage or abuse. A processing fee of \$50 may apply. If it is determined that the equipment is damaged by user abuse or water, a charge of up to \$200 will be applied to the account.
WIN CD & Extranet Advantage Product Support 1-800-841-2455	Telecom Managers ONLY	Product Support supports the WIN CD and Extranet Advantage. Any questions regarding set up, operation, or troubleshooting of WINCD or Extranet Advantage should be directed to this team. Product Support can also supply CD status updates.
WIN CD Accounts Receivables 1-888-480-9998	Telecom Managers ONLY	This department can help you with any payment or billing questions if you pay your bills from the WIN CD product.
Extranet (EA) Order Support 1-800-845-9681	Telecom Managers ONLY	EA Order Support is able to assist you in tracking orders placed through AT&T Wireless Services' Extranet internet site.

**AT&T Wireless****YOUR WORLD. CLOSE AT HAND.****2.5G GSM/GPRS Customer Service Contacts**

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Department & Phone number	User Group	Services provided
National Business Services (NBS) 1-800-999-5445 e-mail: nbs.change.requests@attws.com	Telecom Managers ONLY	NBS is a team dedicated exclusively to serving the daily needs of Telecom Managers/Coordinators. Can assist key contacts with billing and invoice explanation, rate plan and feature changes, program management functions (such as subscriber lists or foundation account lists, special requests, etc.), account splits/consolidations, cancellations, changes in financial responsibility. NBS is an excellent resource for efficient resolution of daily issues. Cancellation and suspend requests must be called in. E-mailed cancel/suspend requests will not be processed.
GSM/GPRS End User Customer Care 1-866-293-4634 Or 611 from cell phone	End Users	For End User questions on operation of equipment and/or features as well as troubleshooting equipment/system problems. To expedite service, callers should have available the billing ZIP Code or the Account Number as well as the wireless number.
National Business Ordering (NBO) 1-888-444-4410 (B2B) 1-800-388-3235 (CDA)	Telecom manager OR End users for Sponsorship	NBO offers one call shopping for most equipment needs, upgrades, accessories and new lines of service. Equipment Can be either billed directly to the service (the airtime account) or to a separate equipment account. For Separate Equipment Invoicing (SEI), please have your 4 to 8 digit Foundation Account Number (FAN) as well as your Purchase Order ready at time of ordering. Only authorized order placers may order equipment through this channel.
AT&T Accessory Hot Line* 1-888-933-1313	Telecom manager and end users	Accessory Hot Line is available to order accessories for most models of phones, from batteries to vehicle power adapters. The Accessory Hot Line is not able to bill equipment to the airtime account, but is able to bill to a credit card or set up a separate equipment account for billing purposes.
*Independent Vendor		
GSM/GPRS Major Accounts Receivables 1-800-563-0162	Telecom Managers ONLY	Telecom Managers would call this number for any questions about invoice payment, past due amounts, etc. regarding any airtime accounts.
Separate Equipment Invoicing Receivables 1-877-275-4679	Telecom Managers ONLY	Separate Equipment Invoicing Receivables can help you with any questions regarding equipment billing not billed to the airtime or credit card account. Services that they offer are; invoice copy requests, past due balances, payment research and explanation of invoices.
GSM/GPRS Change of Financial Responsibility (COFR) 800-530-9476	Telecom Managers and end users	They will assist in changing the financial responsibility of a service from agency liable to individual liable. Use when individual is leaving the agency and would like to keep the service. NOTE: The telecom manager must call customer service so the service can be noted approving the change of financial responsibility.
Warranty Exchange 1-877-746-9244	Telecom Managers and end users	Warranty Exchange processes warranty claims on behalf of the manufacturers. Please be sure to have the defective equipment in hand at the time you, there are numbers on the phone that are required in order to process the exchange request. The manufacturers' warranty does not cover water damage or abuse. A processing fee of \$50 may apply. If it is determined that the equipment is damaged by user abuse or water, a charge of up to \$200 will be applied to the account.
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